



Service & Support Medical Brochure

Get extra peace of mind
with Service & Support

Prime
Support

Prime
Support Plus

pro.sony.eu/medical



Protecting your investment

Sony delivers peace of mind and confidence that we will provide you the highest quality services and support for Sony Professional Medical Products in mainland areas of the EU countries, Norway and Switzerland.

Standard Warranty

In general, we warrant that Sony products will be free from defects for 1 year from the date of purchase. Any defective units should be returned to the place of purchase, and it will be repaired through our European repair centre.



PrimeSupport

This is our enhanced warranty, after sales support service that provides extra protection and peace of mind, above and beyond your warranty cover. Like the warranty, PrimeSupport is included with our medical products.

[See Service and Support Table](#)



PrimeSupport Plus

Building on our PrimeSupport service levels, PrimeSupport Plus is a chargeable service which provides extended years support services. It provides piece of mind particularly when purchasing operationally critical equipment.

[See Service and Support Table](#)



Service & Support Tables

PrimeSupport Enhanced Warranty

The following tailored Support Services, are provided to the customer, at no extra cost.



	PS.MED.12X.1	PS.MEDL.12X.1	PS.RADIOLOGY.5
Model ranges (XX represents a range of codes)	LMD-1XXX LMD-2XXX LMD-3XXX LMD-4XXX PVM-2551MD	HVO-XXXX DVO-XXXX VMI-40MD	LMD-DMXX
Service & Support Duration	2 Years	2 Years	5 Years
PrimeSupport Helpdesk (Multilingual) The multilingual team provide access to product specialists, who advise and act as the first point of contact for Service & Support enquiries.	✓	✓	✓
Sony Repair If an issue cannot be resolved by the Helpdesk, Sony will arrange to collect the faulty unit for repair.	✓		✓
Advanced Replacement Unit If an issue cannot be resolved by the Helpdesk, Sony will arrange for a replacement unit of a similar specification to be delivered and the failed unit collected.		✓	
Logistics Covered Collection & Return logistics costs included. <small>*Exclusions apply</small>	✓	✓	✓
Decontamination certificate required before return	✓	✓	✓
Central Repair Centre	✓	✓	✓



PrimeSupport Plus Extension Agreements

These yearly extensions are available to purchase in year three, four or five as an addition to the PrimeSupport enhanced warranty provided with the product.

Prices are available online

Online order code	Description
PSP.DVO1000MDXX.1	1yr Extension DVO-1000MDXX
PSP.HVO1000MDXX.1	1yr Extension HVO-1000MDXX
PSP.HVO3000MT.1	1yr Extension HVO-3000MT
PSP.LMD2451MTXX.1	1yr Extension LMD-2451MTXX
PSP.LMD3251MT.1	1yr Extension LMD-3251MT
PSP.LMD4251TDXX.1	1yr Extension LMD-4251TDXX
PSP.LMD2110MD.1	1yr Extension LMD-2110MD
PSP.LMD1951MDXX.1	1yr Extension LMD-1951MDXX
PSP.LMD1530MD.1	1yr Extension LMD-1530MD
PSP.LMD1950MDXX.1	1yr Extension LMD-1950MDXX
PSP.LMD2451MDXX.1	1yr Extension LMD-2451MDXX
PSP.PVM2551MD.1	1yr Extension PVM-2551MD
PSP.VMI40MD.1	1yr Extension VMI-40MD



Sony's PrimeSupport & PrimeSupport Plus

Get extra peace of mind with Service & Support

To access PrimeSupport or PrimeSupport Plus services, you first need to register. See **Registration** below for details.

Registration

How do I register?

PrimeSupport and PrimeSupport Plus can be registered online at www.pro.sony.eu/primesupport where full terms and conditions can be found. In order to register, you will need your agreement number and the security code. This will be supplied on a pocket sized PrimeSupport registration card or an A4 PrimeSupport Plus Extension Agreement.

Please contact the PrimeSupport Helpdesk, if you need any help to register your PrimeSupport or PrimeSupport Plus services. You may be asked to provide proof of purchase.

PrimeSupport Helpdesk

Who do I contact when I need help?

Our Helpdesk is available Monday to Friday 09:00-18:00 (Central European Time), excluding Local National Holidays.

The multilingual team (English, French, German, Italian and Spanish) provide access to product specialists, who are able to advise and act as the first point of contact for Service & Support enquiries. If we cannot resolve the issue, we will arrange to collect the faulty unit for repair or a replacement will be provided if it's deemed beyond economic repair. A decontamination certification will be required.

The PrimeSupport Helpdesk contact number is 00800 7898 7898*

*If unable to connect through your local network provider, then please contact us on 00 44 (0) 1256 683 870 or email us at PrimeSupport@eu.sony.com

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Features, design and specifications are subject to change without notice. All non-metric weights and measures are approximate.